



DECEMBER 2023

Customer Service **MONTHLY UPDATES**

MONTHLY UPDATE | DECEMBER 2023 & YEAR RECAP

Happy New Year everyone! Another month, another Customer Service Recap is here!

As is tradition with the holiday season, December was quite a bust season for us over here in CS. We are still working through the backlog of CS tickets that accumulated throughout the past few weeks but we are making more progress each and every day! If a customer reaches out concerned that they haven't heard back after a week or so please let them know we are working as quickly as we can to tackle the backlog and get caught up to current tickets and will be reaching out to them ASAP!

On the Micrologic front, the credit card updating issue with the portal has finally been fixed! Woohoo! Thank you all for your help with assisting customers on site with updating cards and for your continued patience as CS has done our best to help everyone with issues like this over the phone and via CS tickets.

For the sixth month in a row, we've had no stores with 3 or more complaints! I cannot say how thankful I am for all the work you all have been doing to minimize these complaints and make our washes the best place for our customers to go!

Keep up the great work and we here in Customer Service hope everyone has a great new year!



Customer Service Report | DEC 2023

6,541 7% ↑
over Nov 23



Total Monthly Contacts

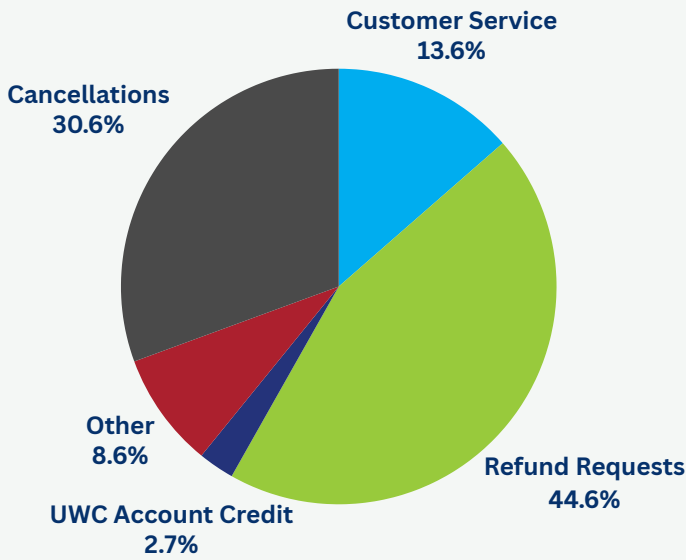
Dec 22 - Dec 23

2,432



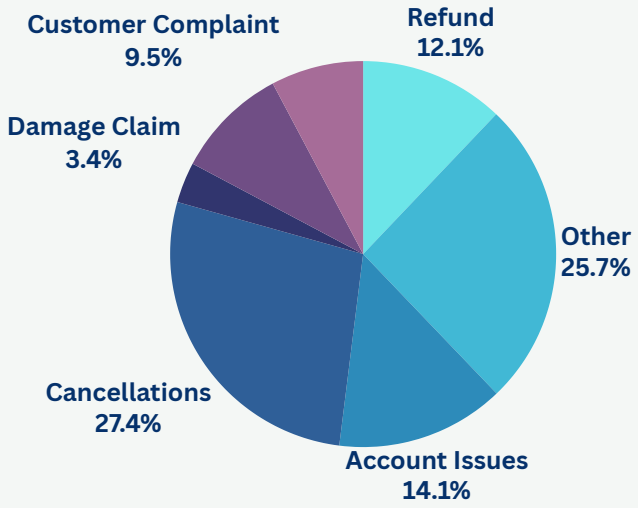
Salesforce Cases

Dec 22 - Dec 23

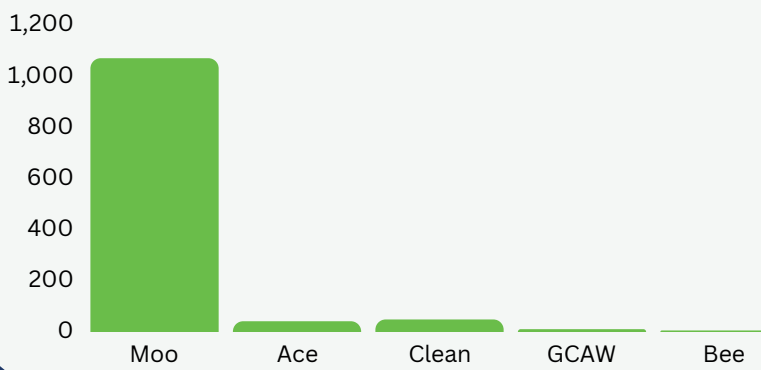


2,529

CS Phone Calls



1,179 **Facebook Messages**



Dec 22 - Dec 23

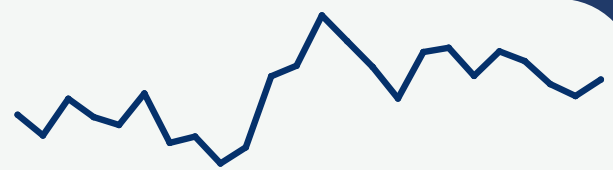
1.89 **Average Response Time**
Business Days



Customer Service Report 2023 Recap

83,515 ^{25% ↑} over 2022

Total Monthly Contacts



Jan 22 - Dec 23

28,560

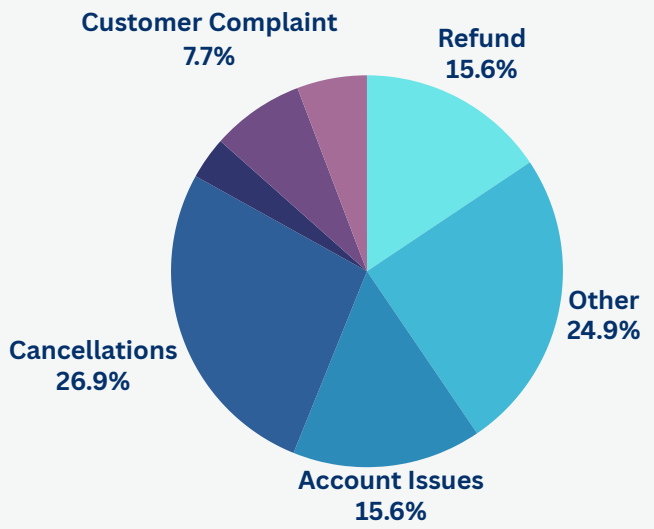
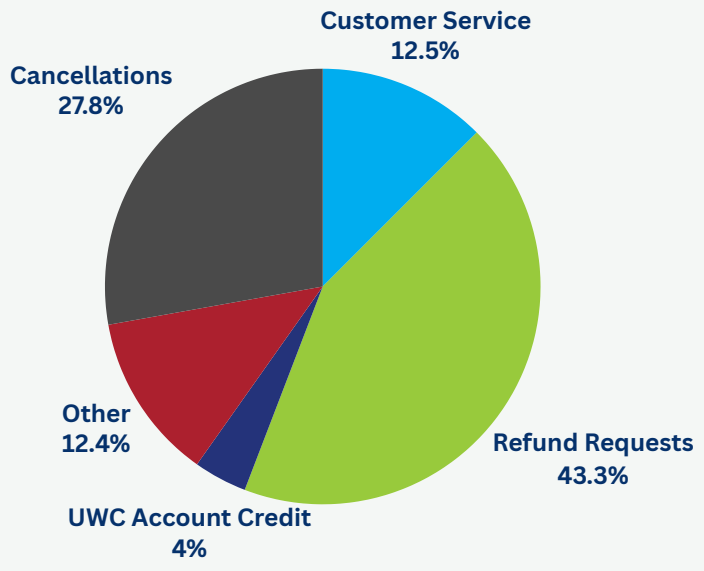
Salesforce Cases



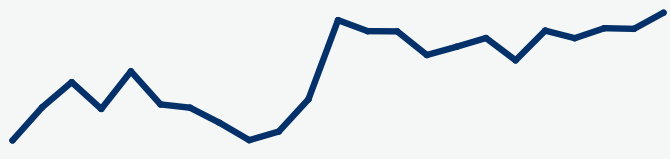
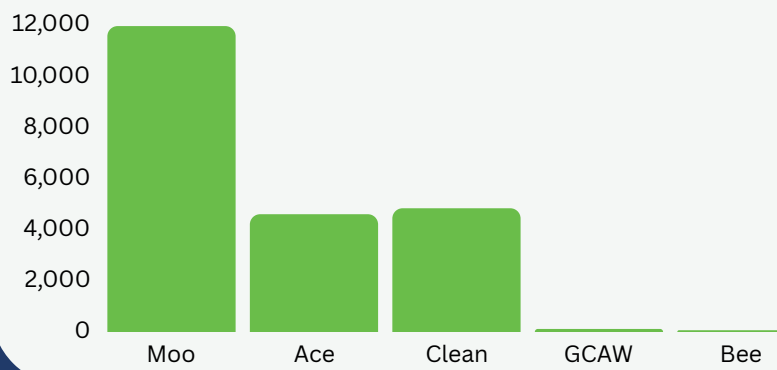
Jan 22 - Dec 23

26,669

CS Phone Calls



21,602 Facebook Messages



Jan 22 - Dec 23

1.26 Business Days (~9.5 hours) 2023 Average Response Time

Store Data by ARM

December 2023

| | | | | | |
|-------------------------------|---------|---------------------------|---------|--------------------------------|---------|
| Amber Burwell Moo/Bee | | Cam Morris Moo | | Michael Lautzenheis Moo | |
| Number of Calls | 157.88 | Number of Calls | 135.33 | Number of Calls | 140.80 |
| Phone Pick Up % | 41.98% | Phone Pick Up % | 40.50% | Phone Pick Up % | 39.74% |
| Phone Duration | 3:42:25 | Phone Duration | 2:37:19 | Phone Duration | 2:55:12 |
| Google Reviews | 4.17 | Google Reviews | 4.00 | Google Reviews | 3.42 |
| Complaints | 0.25 | Complaints | 0.00 | Complaints | 0.00 |
| Wash Volume | 13,624 | Wash Volume | 14,596 | Wash Volume | 15,525 |
| Cancellations | 230 | Cancellations | 150 | Cancellations | 182 |
| Dan Diener Moo | | Mark Eichner Moo | | | |
| Number of Calls | 128.29 | Number of Calls | 107.25 | | |
| Phone Pick Up % | 52.71% | Phone Pick Up % | 46.21% | | |
| Phone Duration | 2:57:28 | Phone Duration | 2:09:10 | | |
| Google Reviews | 4.16 | Google Reviews | 4.47 | | |
| Complaints | 0.00 | Complaints | 0.38 | | |
| Wash Volume | 15,347 | Wash Volume | 13,003 | | |
| Cancellations | 189 | Cancellations | 162 | | |
| Davis Ruppert Ace | | Kayla Cortes Ace | | Kurt Delune Clean | |
| Number of Calls | 108.14 | Number of Calls | 143.29 | Number of Calls | 111.33 |
| Phone Pick Up % | 56.71% | Phone Pick Up % | 51.32% | Phone Pick Up % | 43.78% |
| Phone Duration | 2:36:28 | Phone Duration | 3:18:25 | Phone Duration | 1:57:15 |
| Google Reviews | 4.23 | Google Reviews | 4.32 | Google Reviews | 4.39 |
| Complaints | 0.14 | Complaints | 0.00 | Complaints | 0.17 |
| Wash Volume | 10,138 | Wash Volume | 14,392 | Wash Volume | 8,071 |
| Cancellations | 135 | Cancellations | 194 | Cancellations | 121 |
| Tiffany Bertok Clean | | Dan Yanick Clean | | David Silvernail Clean | |
| Number of Calls | 113.67 | Number of Calls | 158.57 | Number of Calls | 141.83 |
| Phone Pick Up % | 38.24% | Phone Pick Up % | 25.74% | Phone Pick Up % | 42.91% |
| Phone Duration | 2:24:45 | Phone Duration | 3:11:02 | Phone Duration | 3:04:50 |
| Google Reviews | 4.20 | Google Reviews | 4.34 | Google Reviews | 4.43 |
| Complaints | 0.17 | Complaints | 0.14 | Complaints | 0.17 |
| Wash Volume | 11,624 | Wash Volume | 12,844 | Wash Volume | 8,996 |
| Cancellations | 175 | Cancellations | 152 | Cancellations | 138 |
| Darion Harrington GCAW | | David Hadaway GCAW | | Lisa Ellsworth GCAW | |
| Number of Calls | 102.57 | Number of Calls | 67.25 | Number of Calls | 75.25 |
| Phone Pick Up % | 25.14% | Phone Pick Up % | 54.56% | Phone Pick Up % | 49.44% |
| Phone Duration | 2:09:19 | Phone Duration | 1:35:46 | Phone Duration | 1:42:25 |
| Google Reviews | 4.83 | Google Reviews | 3.22 | Google Reviews | 3.81 |
| Complaints | 0.00 | Complaints | 0.00 | Complaints | 0.00 |
| Wash Volume | 8,908 | Wash Volume | 3,949 | Wash Volume | 8,417 |
| Cancellations | 150 | Cancellations | 65 | Cancellations | 131 |

Store Data by ARM

2023 Average

| Amber Burwell | Moo/Bee |
|-----------------|---------|
| Number of Calls | 152.59 |
| Phone Pick Up % | 35.42% |
| Phone Duration | 3:28:36 |
| Google Reviews | 4.32 |
| Complaints | 0.46 |
| Wash Volume | 16,060 |
| Cancellations | 141 |

| Dan Diener | Moo |
|-----------------|---------|
| Number of Calls | 130.55 |
| Phone Pick Up % | 44.11% |
| Phone Duration | 2:46:54 |
| Google Reviews | 4.29 |
| Complaints | 0.32 |
| Wash Volume | 18,098 |
| Cancellations | 134 |

| Davis Ruppert | Ace |
|-----------------|---------|
| Number of Calls | 136.43 |
| Phone Pick Up % | 48.97% |
| Phone Duration | 3:03:17 |
| Google Reviews | 4.16 |
| Complaints | 0.38 |
| Wash Volume | 13,753 |
| Cancellations | 133 |

| Tiffany Bertok | Clean |
|-----------------|---------|
| Number of Calls | 91.40 |
| Phone Pick Up % | 34.48% |
| Phone Duration | 1:57:51 |
| Google Reviews | 4.46 |
| Complaints | 0.21 |
| Wash Volume | 12,050 |
| Cancellations | 110 |

| Darion Harrington | GCAW |
|-------------------|---------|
| Number of Calls | 130.49 |
| Phone Pick Up % | 23.97% |
| Phone Duration | 2:39:06 |
| Google Reviews | 4.34 |
| Complaints | 0.21 |
| Wash Volume | 9,874 |
| Cancellations | 129 |

| Cam Morris | Moo |
|-----------------|---------|
| Number of Calls | 146.50 |
| Phone Pick Up % | 38.20% |
| Phone Duration | 2:55:35 |
| Google Reviews | 4.13 |
| Complaints | 0.33 |
| Wash Volume | 17,058 |
| Cancellations | 148 |

| Mark Eichner | Moo |
|-----------------|---------|
| Number of Calls | 103.47 |
| Phone Pick Up % | 38.00% |
| Phone Duration | 2:15:38 |
| Google Reviews | 4.47 |
| Complaints | 0.26 |
| Wash Volume | 15,641 |
| Cancellations | 128 |

| Kayla Cortes | Ace |
|-----------------|---------|
| Number of Calls | 176.23 |
| Phone Pick Up % | 48.52% |
| Phone Duration | 4:09:20 |
| Google Reviews | 4.26 |
| Complaints | 0.32 |
| Wash Volume | 18,356 |
| Cancellations | 178 |

| Dan Yanick | Clean |
|-----------------|---------|
| Number of Calls | 156.13 |
| Phone Pick Up % | 23.87% |
| Phone Duration | 3:07:05 |
| Google Reviews | 4.41 |
| Complaints | 0.29 |
| Wash Volume | 14,091 |
| Cancellations | 101 |

| David Hadaway | GCAW |
|-----------------|---------|
| Number of Calls | 88.88 |
| Phone Pick Up % | 41.98% |
| Phone Duration | 1:49:17 |
| Google Reviews | 4.41 |
| Complaints | 0.19 |
| Wash Volume | 5,483 |
| Cancellations | 59 |

| Michael Lautzenheiser | Moo |
|-----------------------|---------|
| Number of Calls | 162.03 |
| Phone Pick Up % | 38.58% |
| Phone Duration | 3:20:17 |
| Google Reviews | 4.03 |
| Complaints | 0.46 |
| Wash Volume | 18,655 |
| Cancellations | 149 |

| Kurt Delune | Clean |
|-----------------|---------|
| Number of Calls | 123.17 |
| Phone Pick Up % | 40.08% |
| Phone Duration | 2:18:16 |
| Google Reviews | 4.31 |
| Complaints | 0.21 |
| Wash Volume | 8,496 |
| Cancellations | 112 |

| David Silvernail | Clean |
|------------------|---------|
| Number of Calls | 130.24 |
| Phone Pick Up % | 40.05% |
| Phone Duration | 2:32:54 |
| Google Reviews | 4.23 |
| Complaints | 0.32 |
| Wash Volume | 10,977 |
| Cancellations | 98 |

| Lisa Ellsworth | GCAW |
|-----------------|---------|
| Number of Calls | 97.58 |
| Phone Pick Up % | 44.32% |
| Phone Duration | 1:59:22 |
| Google Reviews | 4.41 |
| Complaints | 0.20 |
| Wash Volume | 10,196 |
| Cancellations | 102 |

Store Data | Moo

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|-----|-----------------|----------|------------------|----------|-----------|-----------------|
| 101 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 131 | 192.42 | 157.88 | 119.52 | 120.28 |
| | Phone Pick Up % | 40.46% | 42.47% | 42% | 43% | 43.98% |
| | Phone Duration | 3:01:13 | 4:38:47 | 3:42:25 | 2:34:41 | 2:35:53 |
| | Google Reviews | 3.67 | 4.22 | 4.17 | 4.18 | 4.12 |
| | Complaints | 0 | 1.08 | 0.25 | 0.28 | 0.11 |
| | Wash Volume | 11,100 | 14,976 | 13,624 | 14,333 | 11,441 |
| | Cancellations | 134 | 137 | 230 | 130 | 156 |
| 102 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 198 | 224.42 | 130.13 | 126.32 | 120.28 |
| | Phone Pick Up % | 25.25% | 29.43% | 39% | 45% | 43.98% |
| | Phone Duration | 4:33:43 | 4:41:11 | 2:57:07 | 2:42:00 | 2:35:53 |
| | Google Reviews | 5 | 4.28 | 4.23 | 4.09 | 4.12 |
| | Complaints | 0 | 0.92 | 0.13 | 0.16 | 0.11 |
| | Wash Volume | 18,061 | 22,335 | 13,309 | 14,534 | 11,441 |
| | Cancellations | 204 | 173 | 134 | 173 | 156 |
| 103 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 194 | 197.83 | 132.83 | 126.32 | 120.28 |
| | Phone Pick Up % | 32.99% | 28.71% | 37% | 45% | 43.98% |
| | Phone Duration | 3:29:09 | 3:23:05 | 2:18:00 | 2:42:00 | 2:35:53 |
| | Google Reviews | 3 | 3.73 | 4.05 | 4.09 | 4.12 |
| | Complaints | 0 | 1.08 | 0.33 | 0.16 | 0.11 |
| | Wash Volume | 15,450 | 19,138 | 14,231 | 14,534 | 11,441 |
| | Cancellations | 207 | 177 | 130 | 173 | 156 |
| 104 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 161 | 152.25 | 132.83 | 126.32 | 120.28 |
| | Phone Pick Up % | 48.45% | 46.40% | 37% | 45% | 43.98% |
| | Phone Duration | 2:36:16 | 2:46:40 | 2:18:00 | 2:42:00 | 2:35:53 |
| | Google Reviews | 2.75 | 3.95 | 4.05 | 4.09 | 4.12 |
| | Complaints | 0 | 0.17 | 0.33 | 0.16 | 0.11 |
| | Wash Volume | 12,548 | 16,119 | 14,231 | 14,534 | 11,441 |
| | Cancellations | 145 | 144 | 130 | 173 | 156 |
| 105 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | NO DATA | NO DATA | 141.60 | 126.32 | 120.28 |
| | Phone Pick Up % | NO DATA | NO DATA | 45% | 45% | 43.98% |
| | Phone Duration | NO DATA | NO DATA | 3:09:43 | 2:42:00 | 2:35:53 |
| | Google Reviews | 1 | 3.88 | 3.74 | 4.09 | 4.12 |
| | Complaints | 0 | 0.5 | 0.17 | 0.16 | 0.11 |
| | Wash Volume | 9,719 | 13,372 | 15,268 | 14,534 | 11,441 |
| | Cancellations | 155 | 148 | 151 | 173 | 156 |
| 106 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 250 | 260.42 | 141.60 | 126.32 | 120.28 |
| | Phone Pick Up % | 12.40% | 24.61% | 45% | 45% | 43.98% |
| | Phone Duration | 4:10:52 | 4:17:22 | 3:09:43 | 2:42:00 | 2:35:53 |
| | Google Reviews | 2.75 | 3.79 | 3.74 | 4.09 | 4.12 |
| | Complaints | 0 | 0.25 | 0.17 | 0.16 | 0.11 |
| | Wash Volume | 17,950 | 22,247 | 15,268 | 14,534 | 11,441 |
| | Cancellations | 250 | 209 | 151 | 173 | 156 |
| 107 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 194 | 176.08 | 117.43 | 126.32 | 120.28 |
| | Phone Pick Up % | 58.25% | 49.53% | 50% | 45% | 43.98% |
| | Phone Duration | 4:47:16 | 4:32:16 | 2:51:02 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4.57 | 4.21 | 3.95 | 4.09 | 4.12 |
| | Complaints | 0 | 0.17 | 0.29 | 0.16 | 0.11 |
| | Wash Volume | 18,810 | 21,517 | 15,315 | 14,534 | 11,441 |
| | Cancellations | 271 | 220 | 126 | 173 | 156 |

Store Data | Moo

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|-----|-----------------|----------|------------------|----------|-----------|-----------------|
| 108 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 150 | 201.67 | 132.83 | 126.32 | 120.28 |
| | Phone Pick Up % | 60.00% | 48.52% | 37% | 45% | 43.98% |
| | Phone Duration | 3:40:30 | 4:01:14 | 2:18:00 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4.5 | 3.80 | 4.05 | 4.09 | 4.12 |
| | Complaints | 0 | 0.17 | 0.33 | 0.16 | 0.11 |
| | Wash Volume | 18,588 | 21,840 | 14,231 | 14,534 | 11,441 |
| | Cancellations | 174 | 201 | 130 | 173 | 156 |
| 109 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 126 | 128.67 | 117.43 | 126.32 | 120.28 |
| | Phone Pick Up % | 39.68% | 33.64% | 50% | 45% | 43.98% |
| | Phone Duration | 2:56:31 | 2:12:54 | 2:51:02 | 2:42:00 | 2:35:53 |
| | Google Reviews | 3.5 | 3.99 | 3.95 | 4.09 | 4.12 |
| | Complaints | 0 | 0.25 | 0.29 | 0.16 | 0.11 |
| | Wash Volume | 9,804 | 12,383 | 15,315 | 14,534 | 11,441 |
| | Cancellations | 95 | 88 | 126 | 173 | 156 |
| 110 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 200 | 190.42 | 90.75 | 126.32 | 120.28 |
| | Phone Pick Up % | 44.00% | 39.42% | 43% | 45% | 43.98% |
| | Phone Duration | 4:20:53 | 4:33:48 | 1:54:34 | 2:42:00 | 2:35:53 |
| | Google Reviews | 3.57 | 4.16 | 4.63 | 4.09 | 4.12 |
| | Complaints | 1 | 0.58 | 0.38 | 0.16 | 0.11 |
| | Wash Volume | 18,810 | 22,534 | 12,878 | 14,534 | 11,441 |
| | Cancellations | 186 | 192 | 118 | 173 | 156 |
| 111 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 174 | 206.67 | 130.13 | 126.32 | 120.28 |
| | Phone Pick Up % | 53.45% | 42.52% | 39% | 45% | 43.98% |
| | Phone Duration | 4:38:30 | 5:24:33 | 2:57:07 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4.13 | 4.29 | 4.23 | 4.09 | 4.12 |
| | Complaints | 1 | 0.42 | 0.13 | 0.16 | 0.11 |
| | Wash Volume | 19,798 | 22,950 | 13,309 | 14,534 | 11,441 |
| | Cancellations | 337 | 260 | 134 | 173 | 156 |
| 112 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 158 | 167.50 | 132.83 | 126.32 | 120.28 |
| | Phone Pick Up % | 36.71% | 33.52% | 37% | 45% | 43.98% |
| | Phone Duration | 3:10:15 | 3:15:30 | 2:18:00 | 2:42:00 | 2:35:53 |
| | Google Reviews | 5 | 4.48 | 4.05 | 4.09 | 4.12 |
| | Complaints | 0 | 0.33 | 0.33 | 0.16 | 0.11 |
| | Wash Volume | 17,457 | 20,516 | 14,231 | 14,534 | 11,441 |
| | Cancellations | 170 | 174 | 130 | 173 | 156 |
| 113 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 136 | 125.75 | 90.75 | 126.32 | 120.28 |
| | Phone Pick Up % | 27.21% | 38.53% | 43% | 45% | 43.98% |
| | Phone Duration | 1:48:45 | 2:14:32 | 1:54:34 | 2:42:00 | 2:35:53 |
| | Google Reviews | 5 | 4.25 | 4.63 | 4.09 | 4.12 |
| | Complaints | 0 | 0.33 | 0.38 | 0.16 | 0.11 |
| | Wash Volume | 9,908 | 13,765 | 12,878 | 14,534 | 11,441 |
| | Cancellations | 122 | 119 | 118 | 173 | 156 |
| 114 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 116 | 153.50 | 141.60 | 126.32 | 120.28 |
| | Phone Pick Up % | 39.66% | 37.57% | 45% | 45% | 43.98% |
| | Phone Duration | 2:41:45 | 3:02:47 | 3:09:43 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4 | 4.16 | 3.74 | 4.09 | 4.12 |
| | Complaints | 0 | 0.17 | 0.17 | 0.16 | 0.11 |
| | Wash Volume | 15,363 | 18,771 | 15,268 | 14,534 | 11,441 |
| | Cancellations | 125 | 124 | 151 | 173 | 156 |

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| | | | | | | |
|-----|-----------------|----------|------------------|----------|-----------|-----------------|
| 115 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 199 | 186.58 | 117.43 | 126.32 | 120.28 |
| | Phone Pick Up % | 31.66% | 42.09% | 50% | 45% | 43.98% |
| | Phone Duration | 3:23:53 | 3:40:05 | 2:51:02 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4.14 | 4.31 | 3.95 | 4.09 | 4.12 |
| | Complaints | 0 | 0.58 | 0.29 | 0.16 | 0.11 |
| | Wash Volume | 17,798 | 21,106 | 15,315 | 14,534 | 11,441 |
| | Cancellations | 228 | 185 | 126 | 173 | 156 |
| 116 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 123 | 139.92 | 90.75 | 126.32 | 120.28 |
| | Phone Pick Up % | 50.41% | 41.45% | 43% | 45% | 43.98% |
| | Phone Duration | 2:54:12 | 2:52:39 | 1:54:34 | 2:42:00 | 2:35:53 |
| | Google Reviews | 5 | 4.70 | 4.63 | 4.09 | 4.12 |
| | Complaints | 2 | 0.58 | 0.38 | 0.16 | 0.11 |
| | Wash Volume | 15,686 | 18,593 | 12,878 | 14,534 | 11,441 |
| | Cancellations | 154 | 134 | 118 | 173 | 156 |
| 117 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 141 | 173.50 | 141.60 | 126.32 | 120.28 |
| | Phone Pick Up % | 50.35% | 44.45% | 45% | 45% | 43.98% |
| | Phone Duration | 3:21:15 | 3:58:27 | 3:09:43 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4.14 | 3.95 | 3.74 | 4.09 | 4.12 |
| | Complaints | 0 | 0.67 | 0.17 | 0.16 | 0.11 |
| | Wash Volume | 17,408 | 20,598 | 15,268 | 14,534 | 11,441 |
| | Cancellations | 153 | 144 | 151 | 173 | 156 |
| 118 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 102 | 134.08 | 117.43 | 126.32 | 120.28 |
| | Phone Pick Up % | 47.06% | 26.02% | 50% | 45% | 43.98% |
| | Phone Duration | 2:43:26 | 2:31:13 | 2:51:02 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4.4 | 4.35 | 3.95 | 4.09 | 4.12 |
| | Complaints | 0 | 0.50 | 0.29 | 0.16 | 0.11 |
| | Wash Volume | 15,730 | 19,540 | 15,315 | 14,534 | 11,441 |
| | Cancellations | 226 | 120 | 126 | 173 | 156 |
| 119 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 94 | 109.33 | 90.75 | 126.32 | 120.28 |
| | Phone Pick Up % | 44.68% | 32.55% | 43% | 45% | 43.98% |
| | Phone Duration | 1:39:23 | 1:55:23 | 1:54:34 | 2:42:00 | 2:35:53 |
| | Google Reviews | 3.6 | 4.38 | 4.63 | 4.09 | 4.12 |
| | Complaints | 0 | 0.25 | 0.38 | 0.16 | 0.11 |
| | Wash Volume | 15,386 | 19,548 | 12,878 | 14,534 | 11,441 |
| | Cancellations | 130 | 140 | 118 | 173 | 156 |
| 120 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 102 | 123.92 | 90.75 | 126.32 | 120.28 |
| | Phone Pick Up % | 44.12% | 46.09% | 43% | 45% | 43.98% |
| | Phone Duration | 1:48:19 | 2:28:59 | 1:54:34 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4.36 | 4.45 | 4.63 | 4.09 | 4.12 |
| | Complaints | 0 | 0.17 | 0.38 | 0.16 | 0.11 |
| | Wash Volume | 16,702 | 20,993 | 12,878 | 14,534 | 11,441 |
| | Cancellations | 124 | 145 | 118 | 173 | 156 |
| 121 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 107 | 135.25 | 141.60 | 126.32 | 120.28 |
| | Phone Pick Up % | 37.38% | 34.63% | 45% | 45% | 43.98% |
| | Phone Duration | 2:03:50 | 2:59:32 | 3:09:43 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4.6 | 4.12 | 3.74 | 4.09 | 4.12 |
| | Complaints | 0 | 0.17 | 0.17 | 0.16 | 0.11 |
| | Wash Volume | 18,237 | 21,466 | 15,268 | 14,534 | 11,441 |
| | Cancellations | 265 | 151 | 151 | 173 | 156 |

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|-----|-----------------|------------|------------------|----------|-----------|-----------------|
| 122 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 60 | 101.75 | 130.13 | 126.32 | 120.28 |
| | Phone Pick Up % | 58.33% | 49.07% | 39% | 45% | 43.98% |
| | Phone Duration | 1:30:35 | 2:18:26 | 2:57:07 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4.75 | 4.62 | 4.23 | 4.09 | 4.12 |
| | Complaints | 1 | 0.58 | 0.13 | 0.16 | 0.11 |
| | Wash Volume | 11,001 | 13,424 | 13,309 | 14,534 | 11,441 |
| | Cancellations | 146 | 72 | 134 | 173 | 156 |
| 123 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 103 | 92.75 | 117.43 | 126.32 | 120.28 |
| | Phone Pick Up % | 67.96% | 56.83% | 50% | 45% | 43.98% |
| | Phone Duration | 2:27:31 | 2:06:03 | 2:51:02 | 2:42:00 | 2:35:53 |
| | Google Reviews | 2.5 | 4.31 | 3.95 | 4.09 | 4.12 |
| | Complaints | 0 | 0.00 | 0.29 | 0.16 | 0.11 |
| | Wash Volume | 17,872 | 20,646 | 15,315 | 14,534 | 11,441 |
| | Cancellations | 155 | 120 | 126 | 173 | 156 |
| 124 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 75 | 81.67 | 90.75 | 126.32 | 120.28 |
| | Phone Pick Up % | 42.67% | 31.04% | 43% | 45% | 43.98% |
| | Phone Duration | 1:42:39 | 1:45:05 | 1:54:34 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4.5 | 4.51 | 4.63 | 4.09 | 4.12 |
| | Complaints | 0 | 0.17 | 0.38 | 0.16 | 0.11 |
| | Wash Volume | 12,219 | 15,421 | 12,878 | 14,534 | 11,441 |
| | Cancellations | 142 | 82 | 118 | 173 | 156 |
| 125 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 98 | 107.58 | 117.43 | 126.32 | 120.28 |
| | Phone Pick Up % | 61.22% | 48.83% | 50% | 45% | 43.98% |
| | Phone Duration | 2:24:11 | 2:38:45 | 2:51:02 | 2:42:00 | 2:35:53 |
| | Google Reviews | 5 | 4.44 | 3.95 | 4.09 | 4.12 |
| | Complaints | 0 | 0.42 | 0.29 | 0.16 | 0.11 |
| | Wash Volume | 13,864 | 16,627 | 15,315 | 14,534 | 11,441 |
| | Cancellations | 155 | 117 | 126 | 173 | 156 |
| 126 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 76 | 88.08 | 117.43 | 126.32 | 120.28 |
| | Phone Pick Up % | 63.16% | 51.86% | 50% | 45% | 43.98% |
| | Phone Duration | 1:59:25 | 1:47:04 | 2:51:02 | 2:42:00 | 2:35:53 |
| | Google Reviews | 5 | 4.46 | 3.95 | 4.09 | 4.12 |
| | Complaints | 0 | 0.33 | 0.29 | 0.16 | 0.11 |
| | Wash Volume | 13,548 | 14,870 | 15,315 | 14,534 | 11,441 |
| | Cancellations | 191 | 89 | 126 | 173 | 156 |
| 127 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 90 | 87.50 | 141.60 | 126.32 | 120.28 |
| | Phone Pick Up % | 58.89% | 51.62% | 45% | 45% | 43.98% |
| | Phone Duration | 2:18:19 | 2:23:19 | 3:09:43 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4 | 4.31 | 3.74 | 4.09 | 4.12 |
| | Complaints | 0 | 1.00 | 0.17 | 0.16 | 0.11 |
| | Wash Volume | 14,474 | 15,478 | 15,268 | 14,534 | 11,441 |
| | Cancellations | 145 | 120 | 151 | 173 | 156 |
| 128 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 81 | 84.75 | 130.13 | 126.32 | 120.28 |
| | Phone Pick Up % | 46.91% | 24.86% | 39% | 45% | 43.98% |
| | Phone Duration | 1:42:36 | 2:07:30 | 2:57:07 | 2:42:00 | 2:35:53 |
| | Google Reviews | NO REVIEW! | 4.25 | 4.23 | 4.09 | 4.12 |
| | Complaints | 0 | 0.33 | 0.13 | 0.16 | 0.11 |
| | Wash Volume | 12,956 | 13,489 | 13,309 | 14,534 | 11,441 |
| | Cancellations | 117 | 104 | 134 | 173 | 156 |

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| 129 | Tier 5 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
|-----|-----------------|----------|------------------|----------|-----------|-----------------|
| | Number of Calls | 89 | 42.67 | 90.75 | 126.32 | 120.28 |
| | Phone Pick Up % | 55.06% | 39.16% | 43% | 45% | 43.98% |
| | Phone Duration | 1:44:55 | 1:28:15 | 1:54:34 | 2:42:00 | 2:35:53 |
| | Google Reviews | 4.75 | 4.37 | 4.63 | 4.09 | 4.12 |
| | Complaints | 0 | 0.00 | 0.38 | 0.16 | 0.11 |
| | Wash Volume | 9,921 | 9,178 | 12,878 | 14,534 | 11,441 |
| | Cancellations | 332 | 157 | 118 | 173 | 156 |
| 130 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 85 | 110.08 | 132.83 | 126.32 | 120.28 |
| | Phone Pick Up % | 2.35% | 11.77% | 37% | 45% | 43.98% |
| | Phone Duration | 1:25:57 | 2:22:39 | 2:18:00 | 2:42:00 | 2:35:53 |
| | Google Reviews | 3.75 | 4.72 | 4.05 | 4.09 | 4.12 |
| | Complaints | 0 | 0.17 | 0.33 | 0.16 | 0.11 |
| | Wash Volume | 12,681 | 13,956 | 14,231 | 14,534 | 11,441 |
| | Cancellations | 125 | 103 | 130 | 173 | 156 |
| 131 | Tier 4 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 39 | 14.08 | 90.75 | 126.32 | 120.28 |
| | Phone Pick Up % | 61.54% | 35.77% | 43% | 45% | 43.98% |
| | Phone Duration | 1:14:17 | 0:46:21 | 1:54:34 | 2:42:00 | 2:35:53 |
| | Google Reviews | 5 | 4.96 | 4.63 | 4.09 | 4.12 |
| | Complaints | 0 | 0.00 | 0.38 | 0.16 | 0.11 |
| | Wash Volume | 5,392 | 5,095 | 12,878 | 14,534 | 11,441 |
| | Cancellations | 104 | 53 | 118 | 173 | 156 |
| 133 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 64 | 49.67 | 132.83 | 126.32 | 120.28 |
| | Phone Pick Up % | 62.50% | 60.26% | 37% | 45% | 43.98% |
| | Phone Duration | 1:21:47 | 1:44:23 | 2:18:00 | 2:42:00 | 2:35:53 |
| | Google Reviews | 5 | 4.11 | 4.05 | 4.09 | 4.12 |
| | Complaints | 0 | 0.08 | 0.33 | 0.16 | 0.11 |
| | Wash Volume | 10,851 | 10,777 | 14,231 | 14,534 | 11,441 |
| | Cancellations | 81 | 86 | 130 | 173 | 156 |

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|-----|-----------------|------------|------------------|----------|-----------|-----------------|
| 201 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 191 | 197.75 | 111.43 | 125.71 | 120.28 |
| | Phone Pick Up % | 53.93% | 46.65% | 54% | 54% | 43.98% |
| | Phone Duration | 5:03:25 | 4:43:37 | 2:24:09 | 2:57:27 | 2:35:53 |
| | Google Reviews | NO REVIEW! | 4.36 | 4.25 | 4.28 | 4.12 |
| | Complaints | 1 | 0.25 | 0.29 | 0.07 | 0.11 |
| | Wash Volume | 14,702 | 20,326 | 11,536 | 12,265 | 11,441 |
| | Cancellations | 151 | 205 | 107 | 165 | 156 |
| 202 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 119 | 170.67 | 111.43 | 125.71 | 120.28 |
| | Phone Pick Up % | 68.91% | 55.77% | 54% | 54% | 43.98% |
| | Phone Duration | 3:03:01 | 4:18:15 | 2:24:09 | 2:57:27 | 2:35:53 |
| | Google Reviews | 2 | 3.53 | 4.25 | 4.28 | 4.12 |
| | Complaints | 0 | 0.67 | 0.29 | 0.07 | 0.11 |
| | Wash Volume | 10,980 | 16,335 | 11,536 | 12,265 | 11,441 |
| | Cancellations | 144 | 171 | 107 | 165 | 156 |
| 203 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 177 | 260.50 | 149.14 | 125.71 | 120.28 |
| | Phone Pick Up % | 64.97% | 51.91% | 53% | 54% | 43.98% |
| | Phone Duration | 3:41:21 | 6:21:19 | 3:36:20 | 2:57:27 | 2:35:53 |
| | Google Reviews | 3.5 | 4.02 | 3.99 | 4.28 | 4.12 |
| | Complaints | 0 | 0.50 | 0.00 | 0.07 | 0.11 |
| | Wash Volume | 16,431 | 21,645 | 15,800 | 12,265 | 11,441 |
| | Cancellations | 162 | 249 | 166 | 165 | 156 |
| 204 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 113 | 191.58 | 111.43 | 125.71 | 120.28 |
| | Phone Pick Up % | 61.95% | 49.54% | 54% | 54% | 43.98% |
| | Phone Duration | 2:13:37 | 3:49:50 | 2:24:09 | 2:57:27 | 2:35:53 |
| | Google Reviews | 5 | 4.42 | 4.25 | 4.28 | 4.12 |
| | Complaints | 0 | 0.17 | 0.29 | 0.07 | 0.11 |
| | Wash Volume | 13,498 | 18,661 | 11,536 | 12,265 | 11,441 |
| | Cancellations | 144 | 164 | 107 | 165 | 156 |
| 205 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 231 | 263.42 | 149.14 | 125.71 | 120.28 |
| | Phone Pick Up % | 42.42% | 36.54% | 53% | 54% | 43.98% |
| | Phone Duration | 4:51:16 | 5:36:55 | 3:36:20 | 2:57:27 | 2:35:53 |
| | Google Reviews | 4 | 3.98 | 3.99 | 4.28 | 4.12 |
| | Complaints | 0 | 0.67 | 0.00 | 0.07 | 0.11 |
| | Wash Volume | 19,942 | 25,220 | 15,800 | 12,265 | 11,441 |
| | Cancellations | 194 | 209 | 166 | 165 | 156 |
| 206 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 148 | 200.08 | 149.14 | 125.71 | 120.28 |
| | Phone Pick Up % | 38.51% | 47.84% | 53% | 54% | 43.98% |
| | Phone Duration | 3:04:05 | 4:47:26 | 3:36:20 | 2:57:27 | 2:35:53 |
| | Google Reviews | 4.75 | 4.32 | 3.99 | 4.28 | 4.12 |
| | Complaints | 0 | 0.25 | 0.00 | 0.07 | 0.11 |
| | Wash Volume | 18,078 | 24,637 | 15,800 | 12,265 | 11,441 |
| | Cancellations | 205 | 243 | 166 | 165 | 156 |
| 207 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 154 | 207.67 | 149.14 | 125.71 | 120.28 |
| | Phone Pick Up % | 23.38% | 35.80% | 53% | 54% | 43.98% |
| | Phone Duration | 2:57:02 | 4:44:47 | 3:36:20 | 2:57:27 | 2:35:53 |
| | Google Reviews | 5 | 4.49 | 3.99 | 4.28 | 4.12 |
| | Complaints | 0 | 0.50 | 0.00 | 0.07 | 0.11 |
| | Wash Volume | 16,958 | 22,089 | 15,800 | 12,265 | 11,441 |
| | Cancellations | 168 | 174 | 166 | 165 | 156 |

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|-----|-----------------|----------|------------------|----------|-----------|-----------------|
| 208 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 95 | 146.50 | 111.43 | 125.71 | 120.28 |
| | Phone Pick Up % | 37.89% | 33.57% | 54% | 54% | 43.98% |
| | Phone Duration | 1:47:08 | 2:29:57 | 2:24:09 | 2:57:27 | 2:35:53 |
| | Google Reviews | 4.2 | 4.38 | 4.25 | 4.28 | 4.12 |
| | Complaints | 0 | 0.58 | 0.29 | 0.07 | 0.11 |
| | Wash Volume | 10,537 | 14,314 | 11,536 | 12,265 | 11,441 |
| | Cancellations | 113 | 144 | 107 | 165 | 156 |
| 209 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 113 | 142.17 | 149.14 | 125.71 | 120.28 |
| | Phone Pick Up % | 44.25% | 34.40% | 53% | 54% | 43.98% |
| | Phone Duration | 3:12:31 | 3:11:29 | 3:36:20 | 2:57:27 | 2:35:53 |
| | Google Reviews | 3.5 | 4.45 | 3.99 | 4.28 | 4.12 |
| | Complaints | 0 | 0.00 | 0.00 | 0.07 | 0.11 |
| | Wash Volume | 13,295 | 16,027 | 15,800 | 12,265 | 11,441 |
| | Cancellations | 237 | 162 | 166 | 165 | 156 |
| 210 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 96 | 109.58 | 111.43 | 125.71 | 120.28 |
| | Phone Pick Up % | 57.29% | 46.67% | 54% | 54% | 43.98% |
| | Phone Duration | 2:43:17 | 2:29:15 | 2:24:09 | 2:57:27 | 2:35:53 |
| | Google Reviews | 4.2 | 4.33 | 4.25 | 4.28 | 4.12 |
| | Complaints | 0 | 0.50 | 0.29 | 0.07 | 0.11 |
| | Wash Volume | 12,372 | 15,721 | 11,536 | 12,265 | 11,441 |
| | Cancellations | 205 | 141 | 107 | 165 | 156 |
| 211 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 93 | 85.92 | 149.14 | 125.71 | 120.28 |
| | Phone Pick Up % | 70.97% | 61.48% | 53% | 54% | 43.98% |
| | Phone Duration | 2:34:58 | 2:10:42 | 3:36:20 | 2:57:27 | 2:35:53 |
| | Google Reviews | 5 | 4.14 | 3.99 | 4.28 | 4.12 |
| | Complaints | 0 | 0.25 | 0.00 | 0.07 | 0.11 |
| | Wash Volume | 8,936 | 10,552 | 15,800 | 12,265 | 11,441 |
| | Cancellations | 168 | 98 | 166 | 165 | 156 |
| 212 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 87 | 73.83 | 149.14 | 125.71 | 120.28 |
| | Phone Pick Up % | 74.71% | 71.65% | 53% | 54% | 43.98% |
| | Phone Duration | 2:47:45 | 2:12:44 | 3:36:20 | 2:57:27 | 2:35:53 |
| | Google Reviews | 4.5 | 4.40 | 3.99 | 4.28 | 4.12 |
| | Complaints | 0 | 0.08 | 0.00 | 0.07 | 0.11 |
| | Wash Volume | 7,103 | 8,325 | 15,800 | 12,265 | 11,441 |
| | Cancellations | 225 | 113 | 166 | 165 | 156 |
| 213 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 68 | 72.08 | 111.43 | 125.71 | 120.28 |
| | Phone Pick Up % | 67.65% | 60.72% | 54% | 54% | 43.98% |
| | Phone Duration | 1:31:56 | 1:44:06 | 2:24:09 | 2:57:27 | 2:35:53 |
| | Google Reviews | 5 | 4.63 | 4.25 | 4.28 | 4.12 |
| | Complaints | 0 | 0.33 | 0.29 | 0.07 | 0.11 |
| | Wash Volume | 6,372 | 7,278 | 11,536 | 12,265 | 11,441 |
| | Cancellations | 97 | 67 | 107 | 165 | 156 |
| 214 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 75 | 66.83 | 111.43 | 125.71 | 120.28 |
| | Phone Pick Up % | 49.33% | 49.87% | 54% | 54% | 43.98% |
| | Phone Duration | 1:52:51 | 1:47:57 | 2:24:09 | 2:57:27 | 2:35:53 |
| | Google Reviews | 5 | 3.46 | 4.25 | 4.28 | 4.12 |
| | Complaints | 0 | 0.17 | 0.29 | 0.07 | 0.11 |
| | Wash Volume | 2,507 | 3,634 | 11,536 | 12,265 | 11,441 |
| | Cancellations | 94 | 41 | 107 | 165 | 156 |

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|------------|-----------------|-----------------|-------------------------|-----------------|------------------|------------------------|
| 301 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 131 | 130.08 | 96.67 | 147.67 | 120.28 |
| | Phone Pick Up % | 24.43% | 22.70% | 35% | 31% | 43.98% |
| | Phone Duration | 2:51:22 | 2:24:50 | 1:33:30 | 2:59:39 | 2:35:53 |
| | Google Reviews | 3 | 4.45 | 4.48 | 4.20 | 4.12 |
| | Complaints | 0 | 0.25 | 0.00 | 0.08 | 0.11 |
| | Wash Volume | 8,963 | 10,957 | 11,603 | 11,926 | 11,441 |
| | Cancellations | 97 | 99 | 99 | 155 | 156 |
| 302 | Tier 1 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 260 | 275.83 | 139.29 | 147.67 | 120.28 |
| | Phone Pick Up % | 40.77% | 24.36% | 29% | 31% | 43.98% |
| | Phone Duration | 6:03:15 | 5:24:57 | 2:34:16 | 2:59:39 | 2:35:53 |
| | Google Reviews | 4.36 | 4.49 | 4.35 | 4.20 | 4.12 |
| | Complaints | 1 | 0.25 | 0.29 | 0.08 | 0.11 |
| | Wash Volume | 21,982 | 24,065 | 12,036 | 11,926 | 11,441 |
| | Cancellations | 226 | 169 | 109 | 155 | 156 |
| 303 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 233 | 293.75 | 139.29 | 147.67 | 120.28 |
| | Phone Pick Up % | 14.59% | 19.32% | 29% | 31% | 43.98% |
| | Phone Duration | 4:12:47 | 4:56:11 | 2:34:16 | 2:59:39 | 2:35:53 |
| | Google Reviews | 3.8 | 4.37 | 4.35 | 4.20 | 4.12 |
| | Complaints | 0 | 0.33 | 0.29 | 0.08 | 0.11 |
| | Wash Volume | 16,625 | 19,240 | 12,036 | 11,926 | 11,441 |
| | Cancellations | 165 | 134 | 109 | 155 | 156 |
| 304 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 145 | 131.50 | 139.29 | 147.67 | 120.28 |
| | Phone Pick Up % | 40.00% | 35.11% | 29% | 31% | 43.98% |
| | Phone Duration | 3:48:54 | 3:06:54 | 2:34:16 | 2:59:39 | 2:35:53 |
| | Google Reviews | 4.17 | 4.31 | 4.35 | 4.20 | 4.12 |
| | Complaints | 0 | 0.42 | 0.29 | 0.08 | 0.11 |
| | Wash Volume | 12,123 | 13,367 | 12,036 | 11,926 | 11,441 |
| | Cancellations | 102 | 103 | 109 | 155 | 156 |
| 305 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 77 | 119.33 | 139.29 | 147.67 | 120.28 |
| | Phone Pick Up % | 36.36% | 33.84% | 29% | 31% | 43.98% |
| | Phone Duration | 1:04:11 | 2:28:55 | 2:34:16 | 2:59:39 | 2:35:53 |
| | Google Reviews | 4.38 | 4.40 | 4.35 | 4.20 | 4.12 |
| | Complaints | 0 | 0.08 | 0.29 | 0.08 | 0.11 |
| | Wash Volume | 8,069 | 9,998 | 12,036 | 11,926 | 11,441 |
| | Cancellations | 143 | 79 | 109 | 155 | 156 |
| 306 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 157 | 127.75 | 139.29 | 147.67 | 120.28 |
| | Phone Pick Up % | 15.92% | 15.84% | 29% | 31% | 43.98% |
| | Phone Duration | 2:40:55 | 2:23:51 | 2:34:16 | 2:59:39 | 2:35:53 |
| | Google Reviews | 5 | 4.49 | 4.35 | 4.20 | 4.12 |
| | Complaints | 0 | 0.83 | 0.29 | 0.08 | 0.11 |
| | Wash Volume | 12,252 | 14,005 | 12,036 | 11,926 | 11,441 |
| | Cancellations | 171 | 120 | 109 | 155 | 156 |
| 307 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 98 | 105.25 | 96.67 | 147.67 | 120.28 |
| | Phone Pick Up % | 57.14% | 44.69% | 35% | 31% | 43.98% |
| | Phone Duration | 2:34:43 | 1:59:18 | 1:33:30 | 2:59:39 | 2:35:53 |
| | Google Reviews | 3.67 | 4.43 | 4.48 | 4.20 | 4.12 |
| | Complaints | 0 | 0.00 | 0.00 | 0.08 | 0.11 |
| | Wash Volume | 9,437 | 10,896 | 11,603 | 11,926 | 11,441 |
| | Cancellations | 118 | 92 | 99 | 155 | 156 |

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| 308 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
|-----|-----------------|------------|------------------|----------|-----------|-----------------|
| | Number of Calls | 82 | 80.75 | 96.67 | 147.67 | 120.28 |
| | Phone Pick Up % | 57.32% | 41.14% | 35% | 31% | 43.98% |
| | Phone Duration | 2:00:59 | 1:44:06 | 1:33:30 | 2:59:39 | 2:35:53 |
| | Google Reviews | 4.33 | 4.50 | 4.48 | 4.20 | 4.12 |
| | Complaints | 0 | 0.17 | 0.00 | 0.08 | 0.11 |
| | Wash Volume | 9,164 | 10,791 | 11,603 | 11,926 | 11,441 |
| | Cancellations | 168 | 81 | 99 | 155 | 156 |
| 309 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 20 | 32.42 | 96.67 | 147.67 | 120.28 |
| | Phone Pick Up % | 40.00% | 33.02% | 35% | 31% | 43.98% |
| | Phone Duration | 0:49:50 | 0:53:31 | 1:33:30 | 2:59:39 | 2:35:53 |
| | Google Reviews | 5 | 4.69 | 4.48 | 4.20 | 4.12 |
| | Complaints | 1 | 0.58 | 0.00 | 0.08 | 0.11 |
| | Wash Volume | 16,540 | 17,876 | 11,603 | 11,926 | 11,441 |
| | Cancellations | 259 | 104 | 99 | 155 | 156 |
| 310 | Tier 4 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 120 | 12.42 | 139.29 | 147.67 | 120.28 |
| | Phone Pick Up % | 63% | 33.33% | 29% | 31% | 43.98% |
| | Phone Duration | 2:37:44 | 1:30:56 | 2:34:16 | 2:59:39 | 2:35:53 |
| | Google Reviews | - | - | 4.35 | 4.20 | 4.12 |
| | Complaints | 0 | 0.00 | 0.29 | 0.08 | 0.11 |
| | Wash Volume | 4,991 | 2,775 | 12,036 | 11,926 | 11,441 |
| | Cancellations | 7 | 8 | 109 | 155 | 156 |
| 311 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 85 | 77.25 | 96.67 | 147.67 | 120.28 |
| | Phone Pick Up % | 22.35% | 31.43% | 35% | 31% | 43.98% |
| | Phone Duration | 1:54:32 | 1:25:32 | 1:33:30 | 2:59:39 | 2:35:53 |
| | Google Reviews | NO REVIEW! | 4.13 | 4.48 | 4.20 | 4.12 |
| | Complaints | 0 | 0.25 | 0.00 | 0.08 | 0.11 |
| | Wash Volume | 11,082 | 10,757 | 11,603 | 11,926 | 11,441 |
| | Cancellations | 162 | 86 | 99 | 155 | 156 |
| 312 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 118 | 132.33 | 139.29 | 147.67 | 120.28 |
| | Phone Pick Up % | 6.78% | 5.31% | 29% | 31% | 43.98% |
| | Phone Duration | 1:49:25 | 1:57:49 | 2:34:16 | 2:59:39 | 2:35:53 |
| | Google Reviews | 4.33 | 4.39 | 4.35 | 4.20 | 4.12 |
| | Complaints | 0 | 0.08 | 0.29 | 0.08 | 0.11 |
| | Wash Volume | 13,866 | 15,190 | 12,036 | 11,926 | 11,441 |
| | Cancellations | 252 | 93 | 109 | 155 | 156 |
| 313 | Tier 5 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 266 | 122.64 | 96.67 | 147.67 | 120.28 |
| | Phone Pick Up % | 28.20% | 33.88% | 35% | 31% | 43.98% |
| | Phone Duration | 4:17:06 | 3:19:51 | 1:33:30 | 2:59:39 | 2:35:53 |
| | Google Reviews | 5 | 4.56 | 4.48 | 4.20 | 4.12 |
| | Complaints | 0 | 0.00 | 0.00 | 0.08 | 0.11 |
| | Wash Volume | 14,560 | 11,023 | 11,603 | 11,926 | 11,441 |
| | Cancellations | 244 | 200 | 99 | 155 | 156 |

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|-----|-----------------|----------|------------------|----------|-----------|-----------------|
| 401 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 274 | 184.83 | 99.71 | 141.83 | 120.28 |
| | Phone Pick Up % | 47.08% | 44.89% | 42% | 43% | 43.98% |
| | Phone Duration | 5:44:55 | 3:29:21 | 2:18:13 | 3:04:50 | 2:35:53 |
| | Google Reviews | 4 | 3.79 | 3.33 | 4.43 | 4.12 |
| | Complaints | 1 | 0.33 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 8,684 | 13,160 | 10,432 | 8,996 | 11,441 |
| | Cancellations | 133 | 93 | 105 | 138 | 156 |
| 402 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 191 | 150.92 | 99.71 | 141.83 | 120.28 |
| | Phone Pick Up % | 51.83% | 38.10% | 42% | 43% | 43.98% |
| | Phone Duration | 5:00:57 | 3:02:57 | 2:18:13 | 3:04:50 | 2:35:53 |
| | Google Reviews | 4 | 4.10 | 3.33 | 4.43 | 4.12 |
| | Complaints | 0 | 0.50 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 13,724 | 16,637 | 10,432 | 8,996 | 11,441 |
| | Cancellations | 156 | 113 | 105 | 138 | 156 |
| 403 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 97 | 149.08 | 99.71 | 141.83 | 120.28 |
| | Phone Pick Up % | 58.76% | 50.04% | 42% | 43% | 43.98% |
| | Phone Duration | 2:39:29 | 3:32:33 | 2:18:13 | 3:04:50 | 2:35:53 |
| | Google Reviews | 4.33 | 4.02 | 3.33 | 4.43 | 4.12 |
| | Complaints | 0 | 0.83 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 10,638 | 15,479 | 10,432 | 8,996 | 11,441 |
| | Cancellations | 201 | 115 | 105 | 138 | 156 |
| 404 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 72 | 73.50 | 99.71 | 141.83 | 120.28 |
| | Phone Pick Up % | 54.17% | 56.90% | 42% | 43% | 43.98% |
| | Phone Duration | 1:22:22 | 1:37:52 | 2:18:13 | 3:04:50 | 2:35:53 |
| | Google Reviews | 4.75 | 4.47 | 3.33 | 4.43 | 4.12 |
| | Complaints | 0 | 0.25 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 6,502 | 7,236 | 10,432 | 8,996 | 11,441 |
| | Cancellations | 98 | 67 | 105 | 138 | 156 |
| 405 | Tier 5 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 5 | 1.25 | 99.71 | 141.83 | 120.28 |
| | Phone Pick Up % | 80.00% | 80.00% | 42% | 43% | 43.98% |
| | Phone Duration | 0:12:19 | 0:12:19 | 2:18:13 | 3:04:50 | 2:35:53 |
| | Google Reviews | 0 | 0.00 | 3.33 | 4.43 | 4.12 |
| | Complaints | 0 | 0.00 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 605 | 605 | 10,432 | 8,996 | 11,441 |
| | Cancellations | 0 | 0 | 105 | 138 | 156 |
| 406 | Tier 5 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 79 | 70.58 | 99.71 | 141.83 | 120.28 |
| | Phone Pick Up % | 30.38% | 31.66% | 42% | 43% | 43.98% |
| | Phone Duration | 1:37:15 | 1:24:33 | 2:18:13 | 3:04:50 | 2:35:53 |
| | Google Reviews | 5 | 4.79 | 3.33 | 4.43 | 4.12 |
| | Complaints | 0 | 0.00 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 6,890 | 7,005 | 10,432 | 8,996 | 11,441 |
| | Cancellations | 119 | 87 | 105 | 138 | 156 |
| 408 | Tier 5 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 138 | 152.50 | 99.71 | 141.83 | 120.28 |
| | Phone Pick Up % | 15.22% | 18.70% | 42% | 43% | 43.98% |
| | Phone Duration | 2:04:03 | 2:10:08 | 2:18:13 | 3:04:50 | 2:35:53 |
| | Google Reviews | 4.5 | 4.20 | 3.33 | 4.43 | 4.12 |
| | Complaints | 0 | 0.00 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 7,535 | 6,347 | 10,432 | 8,996 | 11,441 |
| | Cancellations | 118 | 113 | 105 | 138 | 156 |

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|-----|-----------------|------------|------------------|----------|-----------|-----------------|
| 501 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 64 | 132.25 | 107.43 | 83.63 | 120.28 |
| | Phone Pick Up % | 7.81% | 20.65% | 27% | 42% | 43.98% |
| | Phone Duration | 0:57:44 | 3:48:55 | 2:42:04 | 1:50:56 | 2:35:53 |
| | Google Reviews | NO REVIEW! | 3.75 | 3.79 | 4.02 | 4.12 |
| | Complaints | 0 | 0.00 | 0.29 | 0.00 | 0.11 |
| | Wash Volume | 255 | 316 | 10,388 | 7,657 | 11,441 |
| | Cancellations | - | - | 122 | 123 | 156 |
| 502 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 95 | 131.25 | 107.43 | 83.63 | 120.28 |
| | Phone Pick Up % | 0.00% | 0.00% | 27% | 42% | 43.98% |
| | Phone Duration | 3:19:43 | 2:42:18 | 2:42:04 | 1:50:56 | 2:35:53 |
| | Google Reviews | 5 | 4.35 | 3.79 | 4.02 | 4.12 |
| | Complaints | 0 | 0.17 | 0.29 | 0.00 | 0.11 |
| | Wash Volume | 10,097 | 11,007 | 10,388 | 7,657 | 11,441 |
| | Cancellations | 137 | 137 | 122 | 123 | 156 |
| 503 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 86 | 116.50 | 80.75 | 83.63 | 120.28 |
| | Phone Pick Up % | 48.84% | 49.15% | 46% | 42% | 43.98% |
| | Phone Duration | 2:01:28 | 2:47:26 | 1:43:44 | 1:50:56 | 2:35:53 |
| | Google Reviews | 2.33 | 4.11 | 4.42 | 4.02 | 4.12 |
| | Complaints | 0 | 0.50 | 0.63 | 0.00 | 0.11 |
| | Wash Volume | 12,160 | 15,048 | 9,835 | 7,657 | 11,441 |
| | Cancellations | 152 | 130 | 95 | 123 | 156 |
| 504 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 90 | 123.75 | 107.43 | 83.63 | 120.28 |
| | Phone Pick Up % | 37.78% | 26.25% | 27% | 42% | 43.98% |
| | Phone Duration | 2:07:20 | 1:55:30 | 2:42:04 | 1:50:56 | 2:35:53 |
| | Google Reviews | 5 | 4.40 | 3.79 | 4.02 | 4.12 |
| | Complaints | 0 | 0.50 | 0.29 | 0.00 | 0.11 |
| | Wash Volume | 12,244 | 14,818 | 10,388 | 7,657 | 11,441 |
| | Cancellations | 98 | 107 | 122 | 123 | 156 |
| 505 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 83 | 148.25 | 80.75 | 83.63 | 120.28 |
| | Phone Pick Up % | 62.65% | 54.35% | 46% | 42% | 43.98% |
| | Phone Duration | 2:04:29 | 2:41:23 | 1:43:44 | 1:50:56 | 2:35:53 |
| | Google Reviews | 5 | 4.58 | 4.42 | 4.02 | 4.12 |
| | Complaints | 0 | 0.08 | 0.63 | 0.00 | 0.11 |
| | Wash Volume | 5,573 | 7,728 | 9,835 | 7,657 | 11,441 |
| | Cancellations | 71 | 76 | 95 | 123 | 156 |
| 506 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 26 | 67.33 | 80.75 | 83.63 | 120.28 |
| | Phone Pick Up % | 46.15% | 37.95% | 46% | 42% | 43.98% |
| | Phone Duration | 0:20:58 | 1:04:08 | 1:43:44 | 1:50:56 | 2:35:53 |
| | Google Reviews | 3.8 | 4.30 | 4.42 | 4.02 | 4.12 |
| | Complaints | 0 | 0.25 | 0.63 | 0.00 | 0.11 |
| | Wash Volume | 6,935 | 9,074 | 9,835 | 7,657 | 11,441 |
| | Cancellations | 80 | 71 | 95 | 123 | 156 |
| 507 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 109 | 129.92 | 80.75 | 83.63 | 120.28 |
| | Phone Pick Up % | 50.46% | 46.56% | 46% | 42% | 43.98% |
| | Phone Duration | 2:24:15 | 3:08:50 | 1:43:44 | 1:50:56 | 2:35:53 |
| | Google Reviews | 2 | 4.27 | 4.42 | 4.02 | 4.12 |
| | Complaints | 0 | 0.17 | 0.63 | 0.00 | 0.11 |
| | Wash Volume | 9,379 | 11,762 | 9,835 | 7,657 | 11,441 |
| | Cancellations | 112 | 121 | 95 | 123 | 156 |

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| 508 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
|-----|-----------------|----------|------------------|----------|-----------|-----------------|
| | Number of Calls | 144 | 173.58 | 107.43 | 83.63 | 120.28 |
| | Phone Pick Up % | 50.00% | 37.99% | 27% | 42% | 43.98% |
| | Phone Duration | 2:58:06 | 3:21:09 | 2:42:04 | 1:50:56 | 2:35:53 |
| | Google Reviews | 5 | 4.52 | 3.79 | 4.02 | 4.12 |
| | Complaints | 0 | 0.50 | 0.29 | 0.00 | 0.11 |
| | Wash Volume | 12,016 | 14,145 | 10,388 | 7,657 | 11,441 |
| | Cancellations | 136 | 119 | 122 | 123 | 156 |
| 509 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 78 | 126.08 | 72.25 | 83.63 | 120.28 |
| | Phone Pick Up % | 80.77% | 63.73% | 45% | 42% | 43.98% |
| | Phone Duration | 2:33:01 | 2:37:18 | 1:24:28 | 1:50:56 | 2:35:53 |
| | Google Reviews | 5 | 4.63 | 4.75 | 4.02 | 4.12 |
| | Complaints | 0 | 0.33 | 0.00 | 0.00 | 0.11 |
| | Wash Volume | 4,575 | 6,524 | 5,071 | 7,657 | 11,441 |
| | Cancellations | 42 | 59 | 55 | 123 | 156 |
| 510 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 73 | 109.83 | 72.25 | 83.63 | 120.28 |
| | Phone Pick Up % | 45.21% | 37.69% | 45% | 42% | 43.98% |
| | Phone Duration | 1:28:10 | 2:10:57 | 1:24:28 | 1:50:56 | 2:35:53 |
| | Google Reviews | 2.67 | 4.34 | 4.75 | 4.02 | 4.12 |
| | Complaints | 0 | 0.42 | 0.00 | 0.00 | 0.11 |
| | Wash Volume | 4,410 | 5,912 | 5,071 | 7,657 | 11,441 |
| | Cancellations | 59 | 47 | 55 | 123 | 156 |
| 511 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 65 | 77.75 | 80.75 | 83.63 | 120.28 |
| | Phone Pick Up % | 46.15% | 45.23% | 46% | 42% | 43.98% |
| | Phone Duration | 1:55:52 | 1:34:44 | 1:43:44 | 1:50:56 | 2:35:53 |
| | Google Reviews | 3.2 | 4.20 | 4.42 | 4.02 | 4.12 |
| | Complaints | 0 | 0.08 | 0.63 | 0.00 | 0.11 |
| | Wash Volume | 9,671 | 11,220 | 9,835 | 7,657 | 11,441 |
| | Cancellations | 214 | 121 | 95 | 123 | 156 |
| 512 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 74 | 81.33 | 80.75 | 83.63 | 120.28 |
| | Phone Pick Up % | 33.78% | 25.16% | 46% | 42% | 43.98% |
| | Phone Duration | 1:35:46 | 1:26:02 | 1:43:44 | 1:50:56 | 2:35:53 |
| | Google Reviews | 5 | 4.78 | 4.42 | 4.02 | 4.12 |
| | Complaints | 0 | 0.08 | 0.63 | 0.00 | 0.11 |
| | Wash Volume | 6,379 | 7,755 | 9,835 | 7,657 | 11,441 |
| | Cancellations | 119 | 74 | 95 | 123 | 156 |
| 513 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 65 | 77.33 | 72.25 | 83.63 | 120.28 |
| | Phone Pick Up % | 50.77% | 37.79% | 45% | 42% | 43.98% |
| | Phone Duration | 1:14:51 | 1:31:13 | 1:24:28 | 1:50:56 | 2:35:53 |
| | Google Reviews | 1 | 4.25 | 4.75 | 4.02 | 4.12 |
| | Complaints | 0 | 0.00 | 0.00 | 0.00 | 0.11 |
| | Wash Volume | 3,349 | 5,061 | 5,071 | 7,657 | 11,441 |
| | Cancellations | 88 | 56 | 55 | 123 | 156 |
| 514 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 108 | 89.75 | 80.75 | 83.63 | 120.28 |
| | Phone Pick Up % | 38.89% | 43.25% | 46% | 42% | 43.98% |
| | Phone Duration | 2:12:52 | 1:38:48 | 1:43:44 | 1:50:56 | 2:35:53 |
| | Google Reviews | 4.5 | 4.64 | 4.42 | 4.02 | 4.12 |
| | Complaints | 0 | 0.17 | 0.63 | 0.00 | 0.11 |
| | Wash Volume | 8,382 | 9,681 | 9,835 | 7,657 | 11,441 |
| | Cancellations | 134 | 87 | 95 | 123 | 156 |

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| 515 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
|-----|-----------------|----------|------------------|----------|-----------|-----------------|
| | Number of Calls | 51 | 69.83 | 80.75 | 83.63 | 120.28 |
| | Phone Pick Up % | 68.63% | 52.91% | 46% | 42% | 43.98% |
| | Phone Duration | 1:03:42 | 1:33:37 | 1:43:44 | 1:50:56 | 2:35:53 |
| | Google Reviews | 4.67 | 4.43 | 4.42 | 4.02 | 4.12 |
| | Complaints | 0 | 0.25 | 0.63 | 0.00 | 0.11 |
| | Wash Volume | 8,857 | 9,298 | 9,835 | 7,657 | 11,441 |
| | Cancellations | 169 | 139 | 95 | 123 | 156 |
| 516 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 126 | 140.67 | 107.43 | 83.63 | 120.28 |
| | Phone Pick Up % | 29.37% | 30.42% | 27% | 42% | 43.98% |
| | Phone Duration | 2:43:54 | 2:51:54 | 2:42:04 | 1:50:56 | 2:35:53 |
| | Google Reviews | 4.75 | 4.26 | 3.79 | 4.02 | 4.12 |
| | Complaints | 0 | 0.33 | 0.29 | 0.00 | 0.11 |
| | Wash Volume | 12,075 | 13,090 | 10,388 | 7,657 | 11,441 |
| | Cancellations | 333 | 214 | 122 | 123 | 156 |
| 517 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 82 | 104.92 | 107.43 | 83.63 | 120.28 |
| | Phone Pick Up % | 30.49% | 27.38% | 27% | 42% | 43.98% |
| | Phone Duration | 1:15:39 | 1:53:43 | 2:42:04 | 1:50:56 | 2:35:53 |
| | Google Reviews | 4.2 | 4.52 | 3.79 | 4.02 | 4.12 |
| | Complaints | 0 | 0.00 | 0.29 | 0.00 | 0.11 |
| | Wash Volume | 7,186 | 7,956 | 10,388 | 7,657 | 11,441 |
| | Cancellations | 73 | 76 | 122 | 123 | 156 |
| 522 | Tier 5 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 117 | 107.00 | 107.43 | 83.63 | 120.28 |
| | Phone Pick Up % | 20.51% | 25.11% | 27% | 42% | 43.98% |
| | Phone Duration | 1:42:47 | 2:00:14 | 2:42:04 | 1:50:56 | 2:35:53 |
| | Google Reviews | 5 | 4.59 | 3.79 | 4.02 | 4.12 |
| | Complaints | 0 | 0.00 | 0.29 | 0.00 | 0.11 |
| | Wash Volume | 8,482 | 7,785 | 10,388 | 7,657 | 11,441 |
| | Cancellations | 121 | 121 | 122 | 123 | 156 |
| 528 | Tier 5 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 53 | 42.25 | 72.25 | 83.63 | 120.28 |
| | Phone Pick Up % | 41.51% | 28.71% | 45% | 42% | 43.98% |
| | Phone Duration | 1:07:01 | 0:57:40 | 1:24:28 | 1:50:56 | 2:35:53 |
| | Google Reviews | 4.2 | 4.43 | 4.75 | 4.02 | 4.12 |
| | Complaints | 0 | 0.00 | 0.00 | 0.00 | 0.11 |
| | Wash Volume | 3,463 | 4,435 | 5,071 | 7,657 | 11,441 |
| | Cancellations | 69 | 73 | 55 | 123 | 156 |

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|-----|-----------------|----------|------------------|----------|-----------|-----------------|
| 601 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 77 | 116.17 | 109.57 | 111.33 | 120.28 |
| | Phone Pick Up % | 66.23% | 45.96% | 41% | 44% | 43.98% |
| | Phone Duration | 1:39:58 | 2:22:59 | 2:20:24 | 1:57:15 | 2:35:53 |
| | Google Reviews | 5 | 4.67 | 4.23 | 4.39 | 4.12 |
| | Complaints | 0 | 0.17 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 7,861 | 9,213 | 7,213 | 8,071 | 11,441 |
| | Cancellations | 117 | 98 | 75 | 121 | 156 |
| 602 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 105 | 111.33 | 109.57 | 111.33 | 120.28 |
| | Phone Pick Up % | 52.38% | 41.03% | 41% | 44% | 43.98% |
| | Phone Duration | 2:34:03 | 2:19:39 | 2:20:24 | 1:57:15 | 2:35:53 |
| | Google Reviews | 5 | 4.25 | 4.23 | 4.39 | 4.12 |
| | Complaints | 0 | 0.42 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 8,052 | 9,280 | 7,213 | 8,071 | 11,441 |
| | Cancellations | 127 | 82 | 75 | 121 | 156 |
| 603 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 169 | 177.42 | 109.57 | 111.33 | 120.28 |
| | Phone Pick Up % | 4.73% | 35.21% | 41% | 44% | 43.98% |
| | Phone Duration | 2:39:27 | 3:22:18 | 2:20:24 | 1:57:15 | 2:35:53 |
| | Google Reviews | 3.67 | 3.79 | 4.23 | 4.39 | 4.12 |
| | Complaints | 0 | 0.25 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 10,891 | 11,789 | 7,213 | 8,071 | 11,441 |
| | Cancellations | 143 | 111 | 75 | 121 | 156 |
| 604 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 95 | 108.08 | 109.57 | 111.33 | 120.28 |
| | Phone Pick Up % | 55.79% | 49.75% | 41% | 44% | 43.98% |
| | Phone Duration | 2:05:17 | 2:19:35 | 2:20:24 | 1:57:15 | 2:35:53 |
| | Google Reviews | 3 | 4.30 | 4.23 | 4.39 | 4.12 |
| | Complaints | 0 | 0.17 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 7,877 | 7,697 | 7,213 | 8,071 | 11,441 |
| | Cancellations | 103 | 102 | 75 | 121 | 156 |
| 607 | Tier 4 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 106 | 29.00 | 109.57 | 111.33 | 120.28 |
| | Phone Pick Up % | - | 0.00% | 41% | 44% | 43.98% |
| | Phone Duration | - | 0:00:07 | 2:20:24 | 1:57:15 | 2:35:53 |
| | Google Reviews | - | #DIV/0! | 4.23 | 4.39 | 4.12 |
| | Complaints | 0 | 0.00 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 5,842 | 5,842 | 7,213 | 8,071 | 11,441 |
| | Cancellations | 4 | 4 | 75 | 121 | 156 |
| 609 | Tier 5 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 128 | 114.50 | 109.57 | 111.33 | 120.28 |
| | Phone Pick Up % | 36.72% | 35.25% | 41% | 44% | 43.98% |
| | Phone Duration | 1:37:21 | 1:55:54 | 2:20:24 | 1:57:15 | 2:35:53 |
| | Google Reviews | 4.67 | 4.44 | 4.23 | 4.39 | 4.12 |
| | Complaints | 1 | 0.17 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 7,438 | 7,295 | 7,213 | 8,071 | 11,441 |
| | Cancellations | 117 | 87 | 75 | 121 | 156 |
| 610 | Tier 4 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 94 | 111.50 | 109.57 | 111.33 | 120.28 |
| | Phone Pick Up % | 46.81% | 33.27% | 41% | 44% | 43.98% |
| | Phone Duration | 1:07:24 | 1:29:12 | 2:20:24 | 1:57:15 | 2:35:53 |
| | Google Reviews | 5 | 4.40 | 4.23 | 4.39 | 4.12 |
| | Complaints | 0 | 0.08 | 0.14 | 0.17 | 0.11 |
| | Wash Volume | 6,307 | 5,698 | 7,213 | 8,071 | 11,441 |
| | Cancellations | 116 | 190 | 75 | 121 | 156 |

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| 701 | Tier 2 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
|-----|-----------------|----------|------------------|----------|-----------|-----------------|
| | Number of Calls | 218 | 152.83 | 130.13 | 206.33 | 120.28 |
| | Phone Pick Up % | 11.47% | 9.29% | 39% | 37% | 43.98% |
| | Phone Duration | 4:35:11 | 2:34:07 | 2:57:07 | 4:44:15 | 2:35:53 |
| | Google Reviews | 3.67 | 4.00 | 4.23 | 3.89 | 4.12 |
| | Complaints | 0 | 0.17 | 0.13 | 0.00 | 0.11 |
| | Wash Volume | 13,646 | 16,455 | 13,309 | 12,026 | 11,441 |
| | Cancellations | 285 | 147 | 134 | 301 | 156 |
| 702 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 232 | 125.17 | 130.13 | 206.33 | 120.28 |
| | Phone Pick Up % | 30.17% | 33.62% | 39% | 37% | 43.98% |
| | Phone Duration | 4:17:12 | 2:14:48 | 2:57:07 | 4:44:15 | 2:35:53 |
| | Google Reviews | 3 | 4.21 | 4.23 | 3.89 | 4.12 |
| | Complaints | 0 | 0.08 | 0.13 | 0.00 | 0.11 |
| | Wash Volume | 10,977 | 11,886 | 13,309 | 12,026 | 11,441 |
| | Cancellations | 313 | 115 | 134 | 301 | 156 |
| 703 | Tier 3 | Dec 2023 | AVG Year to Date | Area Avg | Brand Avg | Company Average |
| | Number of Calls | 169 | 132.75 | 130.13 | 206.33 | 120.28 |
| | Phone Pick Up % | 69.82% | 52.08% | 39% | 37% | 43.98% |
| | Phone Duration | 5:20:21 | 3:49:23 | 2:57:07 | 4:44:15 | 2:35:53 |
| | Google Reviews | 5 | 4.65 | 4.23 | 3.89 | 4.12 |
| | Complaints | 0 | 0.08 | 0.13 | 0.00 | 0.11 |
| | Wash Volume | 11,455 | 12,968 | 13,309 | 12,026 | 11,441 |
| | Cancellations | 305 | 116 | 134 | 301 | 156 |